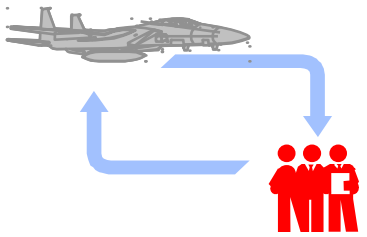
FAMILY READINESS QUALIFICATION COURSE

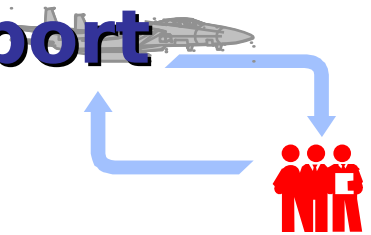
SUPPORT TO FAMILIES DURING EVACUATIONS



OBJECTIVES

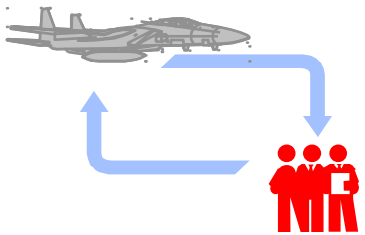
Students will:

- **Identify and Interpret governing directives & guidance**
- **Define causes for evacuations and their global impact on families and support services**
- **Describe the four stages of evacuation**
- **Describe RNCO's role in NEO & Repatriation Operations**
- **Describe associated programs, services, and resources that support evacuation operations**



GOVERNING DIRECTIVES & GUIDANCE

- **AFI 36-3009, FSC**
- **AFI 10-216, Evacuation of Family Members**
- **AF Repatriation Guide**
- **Joint Plan for NEO/Repatriation**
- **AFI 32-4001, Disaster Preparedness**



DEFINITION & GLOBAL IMPACT

Natural Disasters

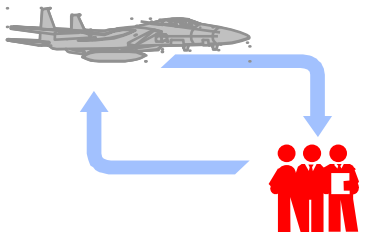
- Hurricanes
- Tornadoes
- Floods/Fires
- Earthquakes
- Volcanoes
- Typhoons
- Mud Slides
- Blizzards

Man-made Disasters

- Toxic Spills
- Industrial Accidents

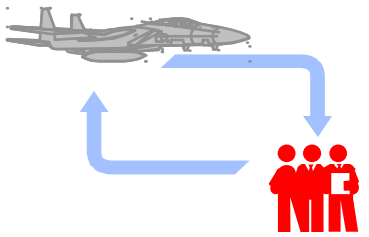
Conflict Situations

- Nuclear/Enemy Attack
- Acts of Terrorism
- Noncombatant Evacuation Operations (NEO)
- Repatriation



Department of State Announced Departures

- **Authorized Departure– Voluntary evacuation**
- **Ordered Departure – Mandatory evacuation**
- **Repatriation – Return from OCONUS to CONUS/US Territory**



BIG PICTURE *Noncombatant Evacuation Operations (NEO)*

DCSPER
Deputy Chief of Staff for Personnel (Army)

Unified Commander

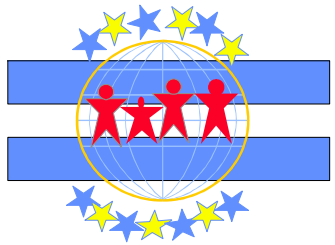
DHHS
Department of Health and Human

FORSCOM
Forces Command

PACOM
Commander in Chief, Pacific

Military Services

HQ AFPC Personnel Readiness Center (PRC)



DPPTF
Family Matters Operations

DPKCI
Career Management

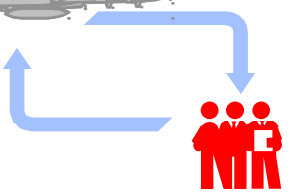
DPWRO
Personnel Readiness Branch

PRC
Response Cell
1-800-435-9941

DPAPP
Assignment Procedures, Programs & PCS Budget

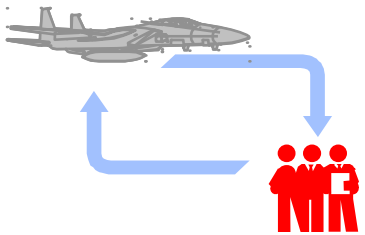
DPSTC
Call Center

MSFM
Financial Management Operations



EVACUATION PREPAREDNESS

- Planning
- Exercising
- Immediacy
- Coordination



OCONUS vs CONUS

OCONUS Evacuations

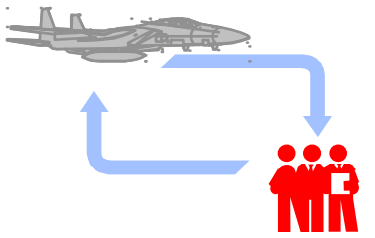
- Ops Planning & Pre Planning
- FAC /Repat Reception Center
  - Departure
  - Intermediate Stops
  - Receiving Locations
- Departure
  - DoS Authorized/Ordered Departure
- Repatriation (DD 2585)
- Safe Haven

CONUS Evacuations

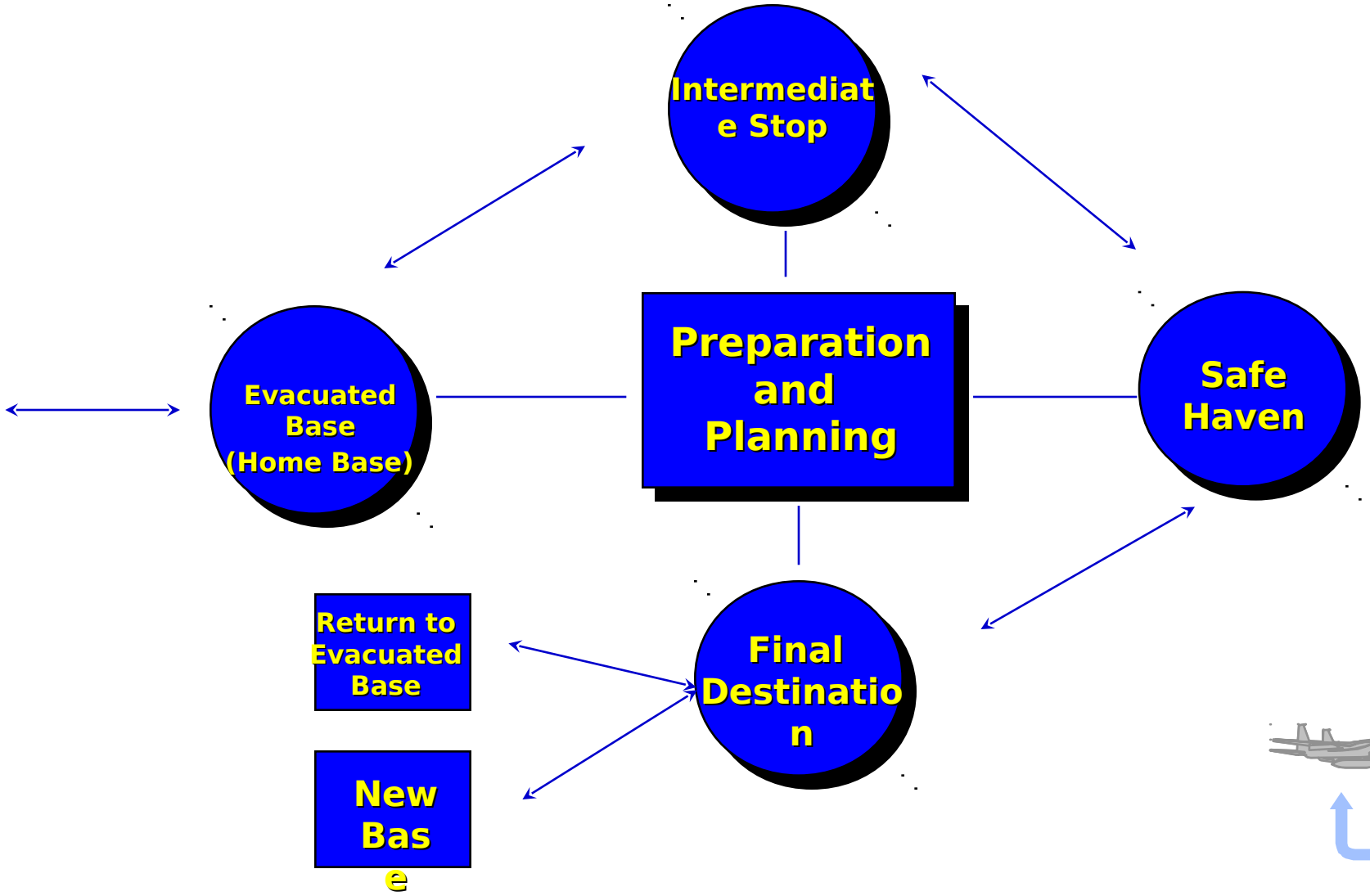
- Ops Planning & Pre Planning
- FAC
  - Departure
  - Base providing shelter
  - Return to home base
- Federal Agencies - FEMA
- Departure
  - Commander Directed
- Safe Haven
- Final Destination/Return

EVACUATION STAGES

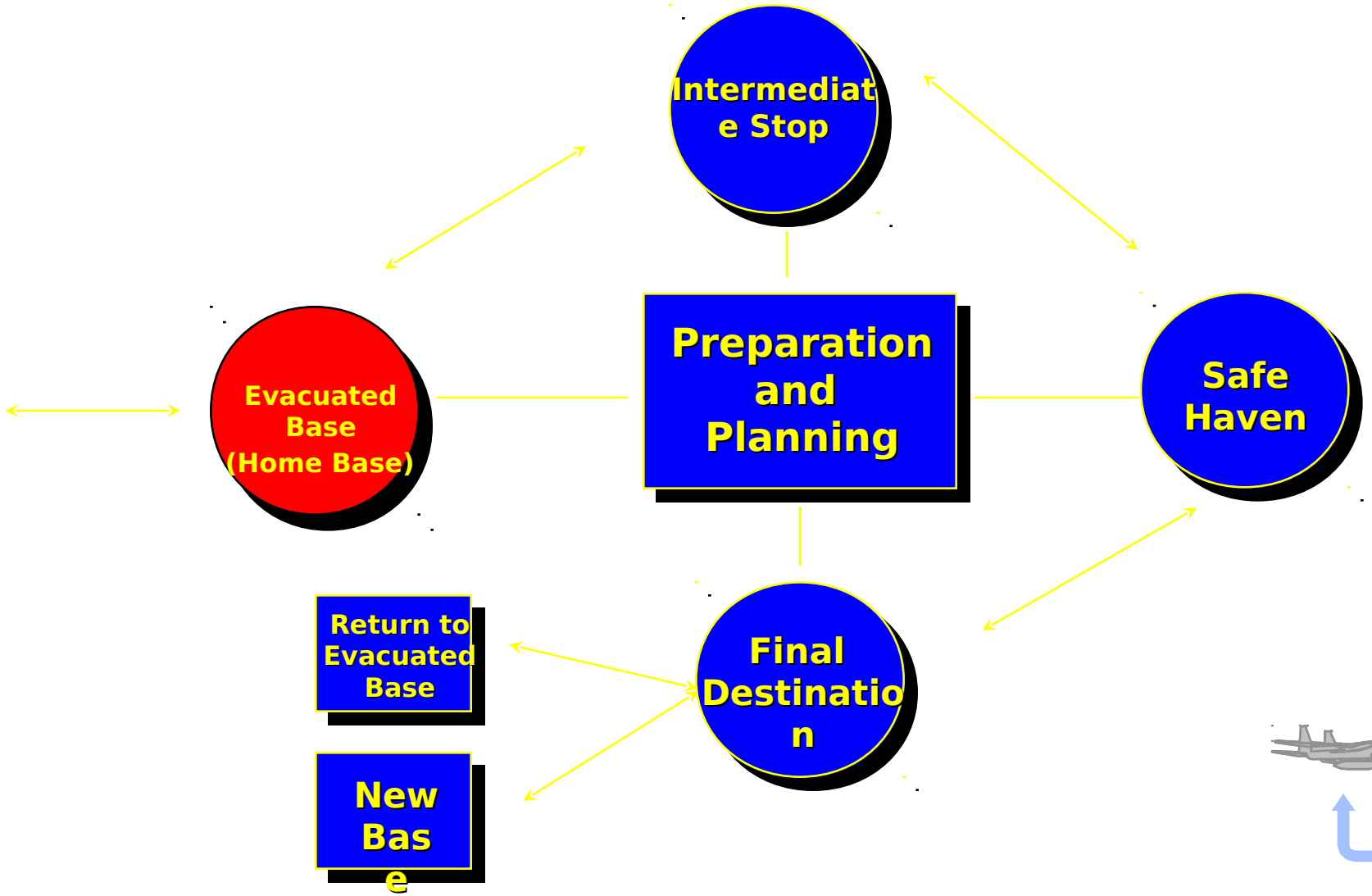
- **Evacuation**: Evacuation from home base due to disaster/threat
- **Intermediate Stop(s)**: Location where evacuees may stop for several hours while enroute to safe haven or final destination
- **Safe Havens**: Location where families will be staying until they move to their final destination or return to their evacuated base
- **Final Destination**: Return to the evacuated home base or relocation to a new base



EVACUATION STAGES



EVACUATION STAGES



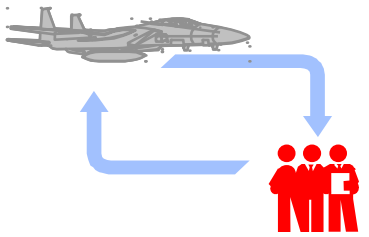
EVACUATED BASE
The RNCO's Role

- **FSC & Base Plan – EXECISE**

OCONUS Family Centers assist in the development of Theater Evac Plans and prep families for eventual evacuation.

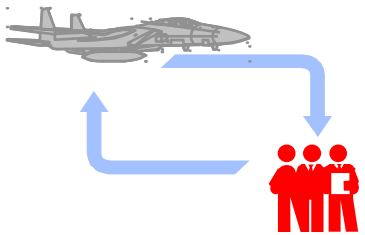
Joint plan for DoD NEO/REPAT

- **Educating/Preparing Families**
  - **Threats/Climate**
  - **Psychological Effects**
  - **Gathering Important Documents**
  - **Medications**
  - **Identified Safe Haven**
  - **Family Care Plan up-to-date**
  - **NEO Package (OCONUS)/Orders**
  - **Pets**

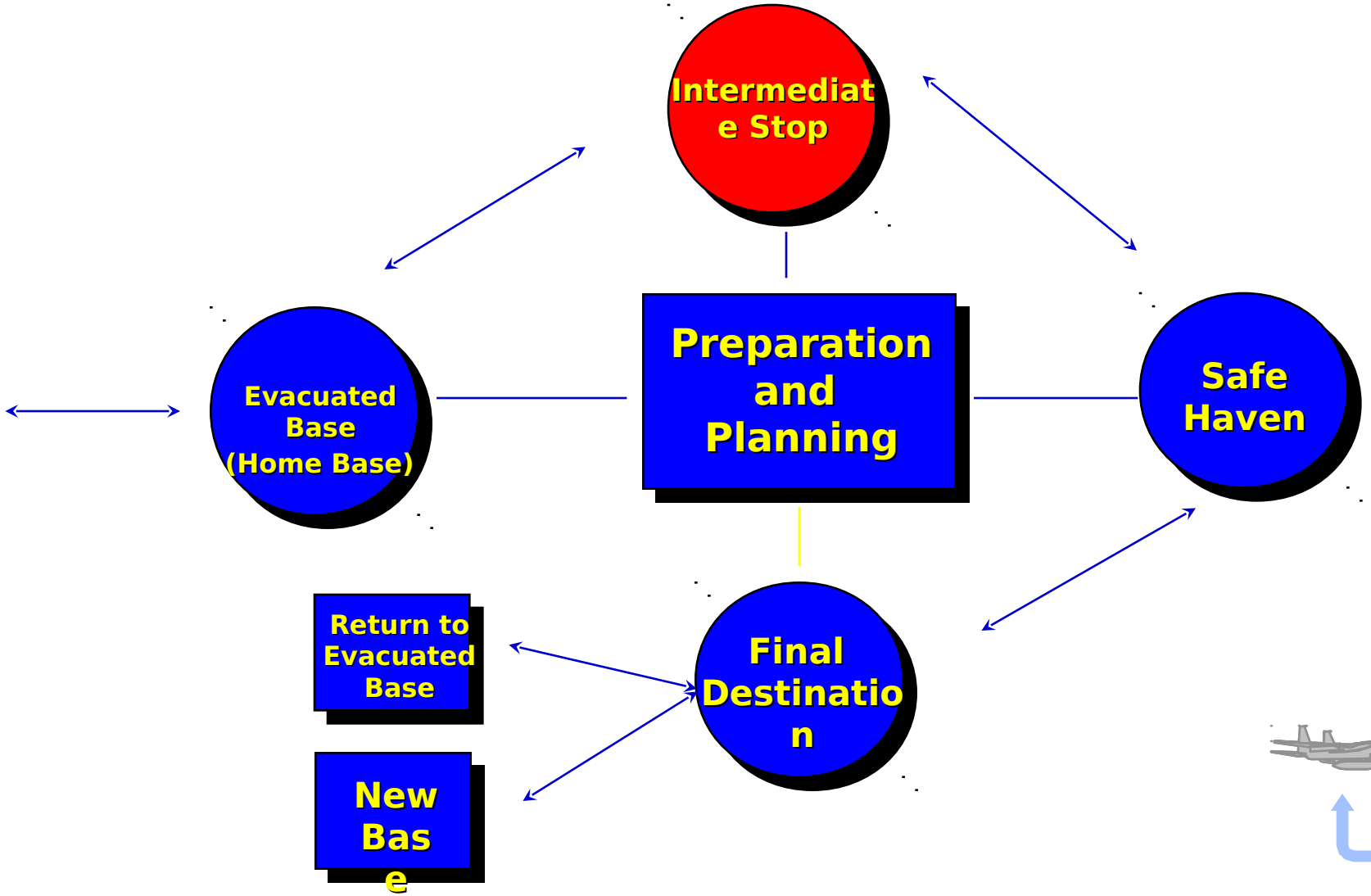


EVACUATED BASE
The RNCO's Role Cont.

- **Contact with Intermediate & Receiving Bases**
- **Staff /Recall/Protecting Resources**
- **Recovery**
- **Leadership Consultation**
- **Volunteers/Interpreters**

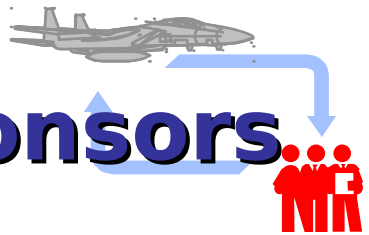


EVACUATION STAGES

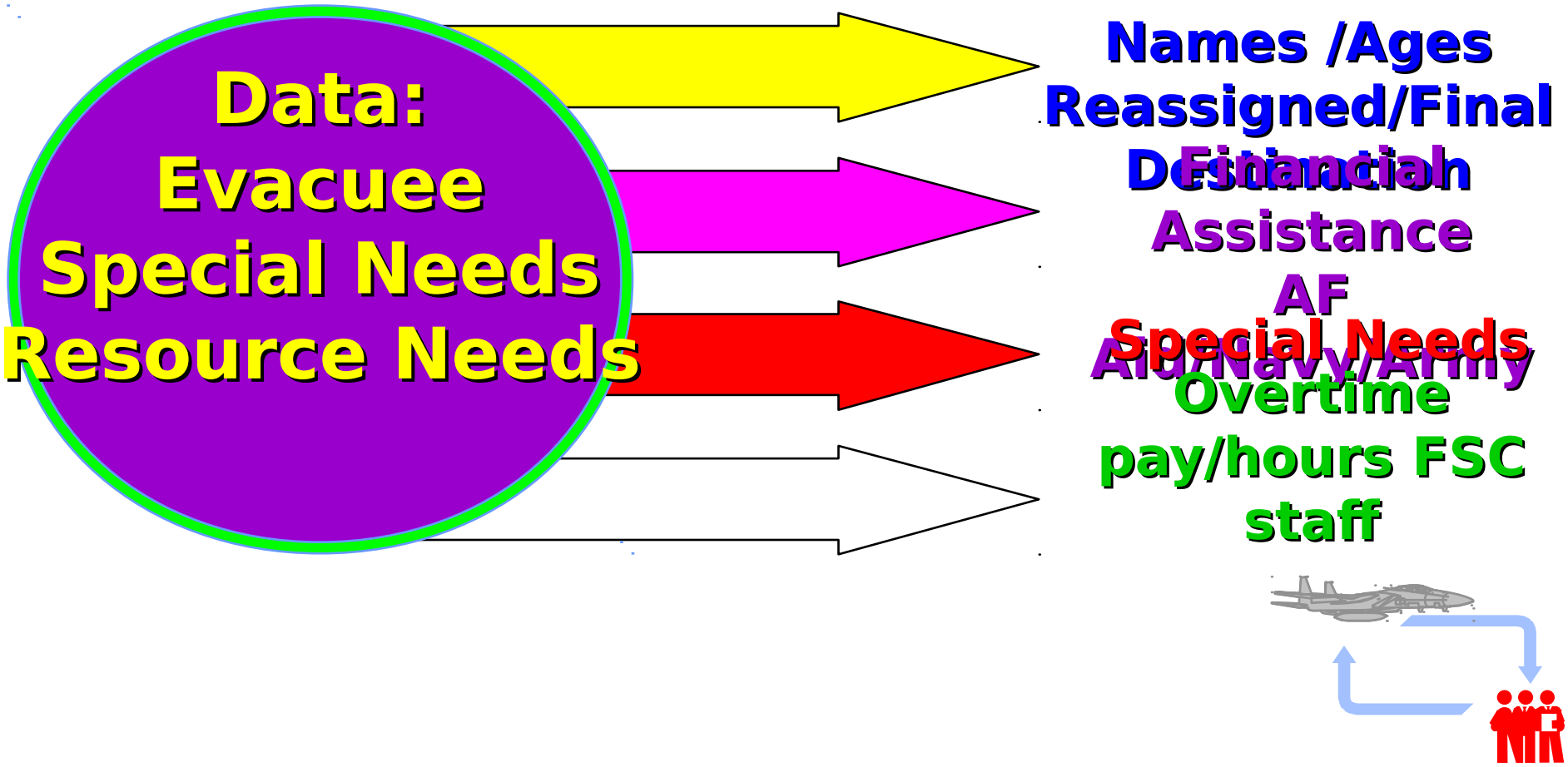


INTERMEDIATE STOP BASE
The RNCO's Role

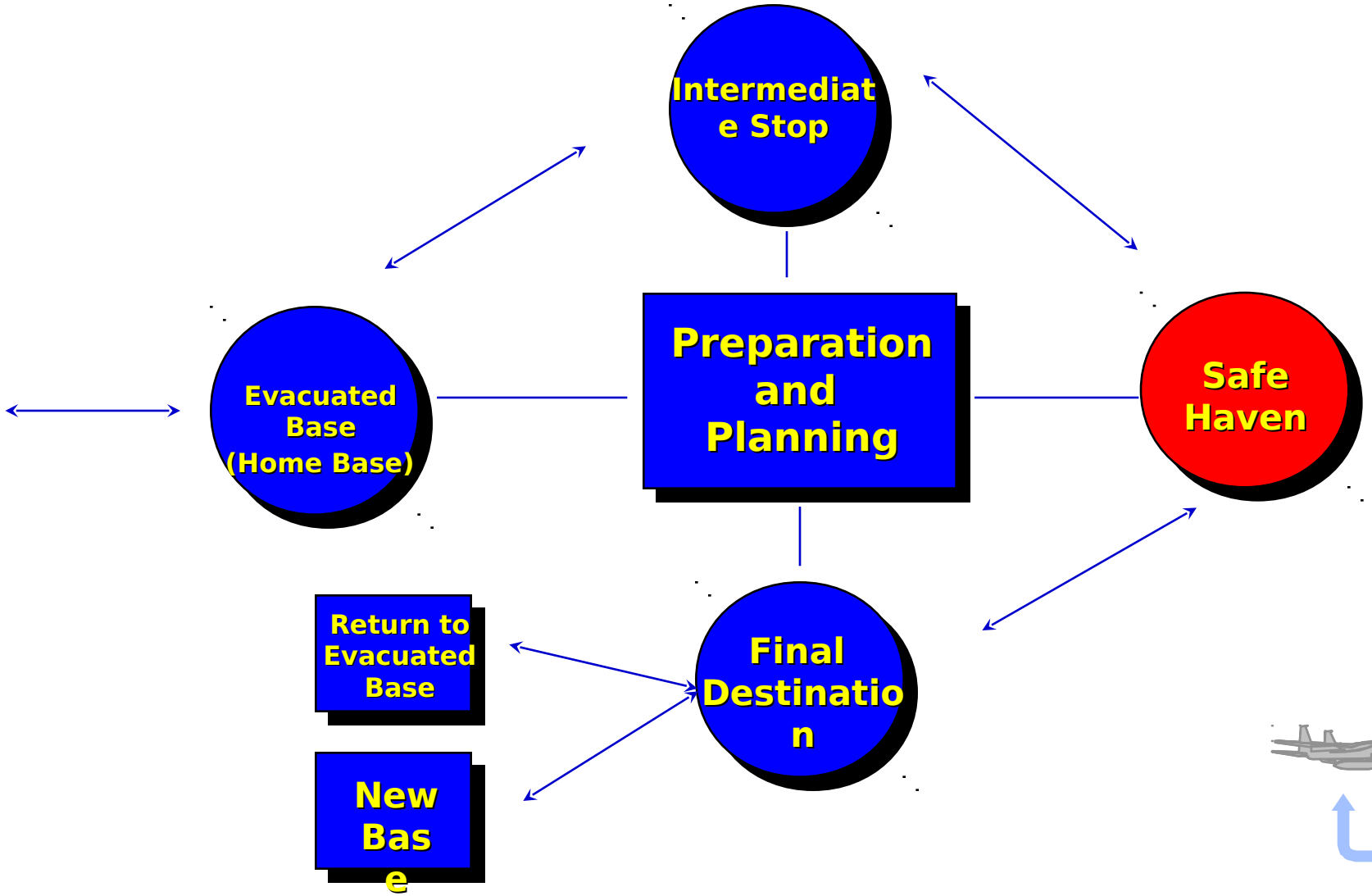
- **FSC & Base Plan – EXECISE FAC**
- **Educating/Preparing Families**
  - **Available Services (phones, email, children's area, volunteers, childcare)**
  - **Gathering Important Documents**
  - **Medical/Mental Health/Chaplains**
  - **NEO Package & DD 2585 (OCONUS)**
  - **Pets**
- **Contact/Coord Receiving Base(s)**
- **Leadership Consultation**
- **Volunteers/Interpreters/Sponsors**



DATA COLLECTION



EVACUATION STAGES



LARGE SCALE vs SMALL SCALE
Evac/NEO/REPATRIATION Operation

Large Scale

Most families will flow through a Joint Reception Coordination Center (JRCC) or FAC where finance, Red Cross, FSC, travel, MPF, CPO, svs and more provide service in one location.

Small Scale

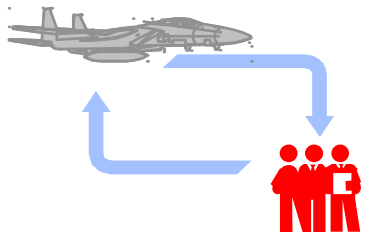
Most families travel separately on commercial transport. The point of entry FSC and safehaven FSC are responsible for possible transportation, completion of DD 2585 and coord w/base agencies.

LARGE SCALE EVAC/NEO/REPATRIATION *using JRCC or FAC*

CONUS Family Centers provide essential services during the repat operation, and local assistance for safehaven/final destination.

Joint plan for NEO/REPAT

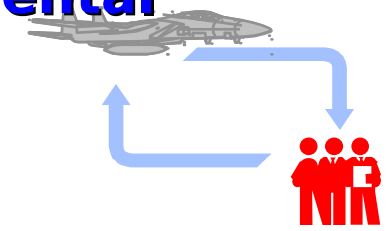
- **FSC Booth**
  - Phone cards, local area info, handouts
- **Air Force Aid**
- **Volunteer/sponsor coordination**
  - Interpreters
- **Repat Automated Tracking System**
  - DD Form 2585
- **Provide POC at base closest to safe haven**
  - Contact receiving safehaven



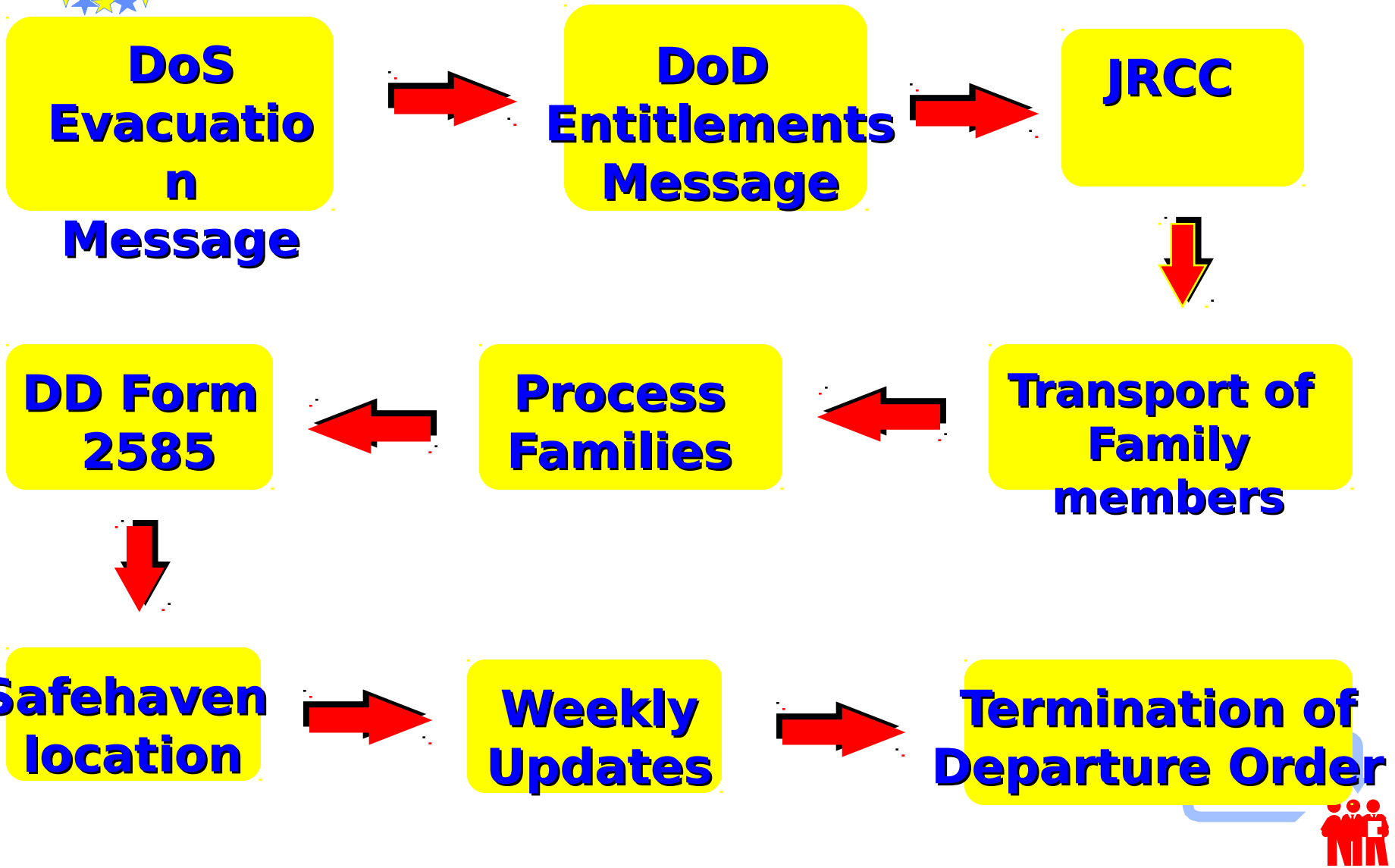
LARGE SCALE Evac/NEO/Repatriation *using JRCC or FAC cont.*

Educating/Preparing Families

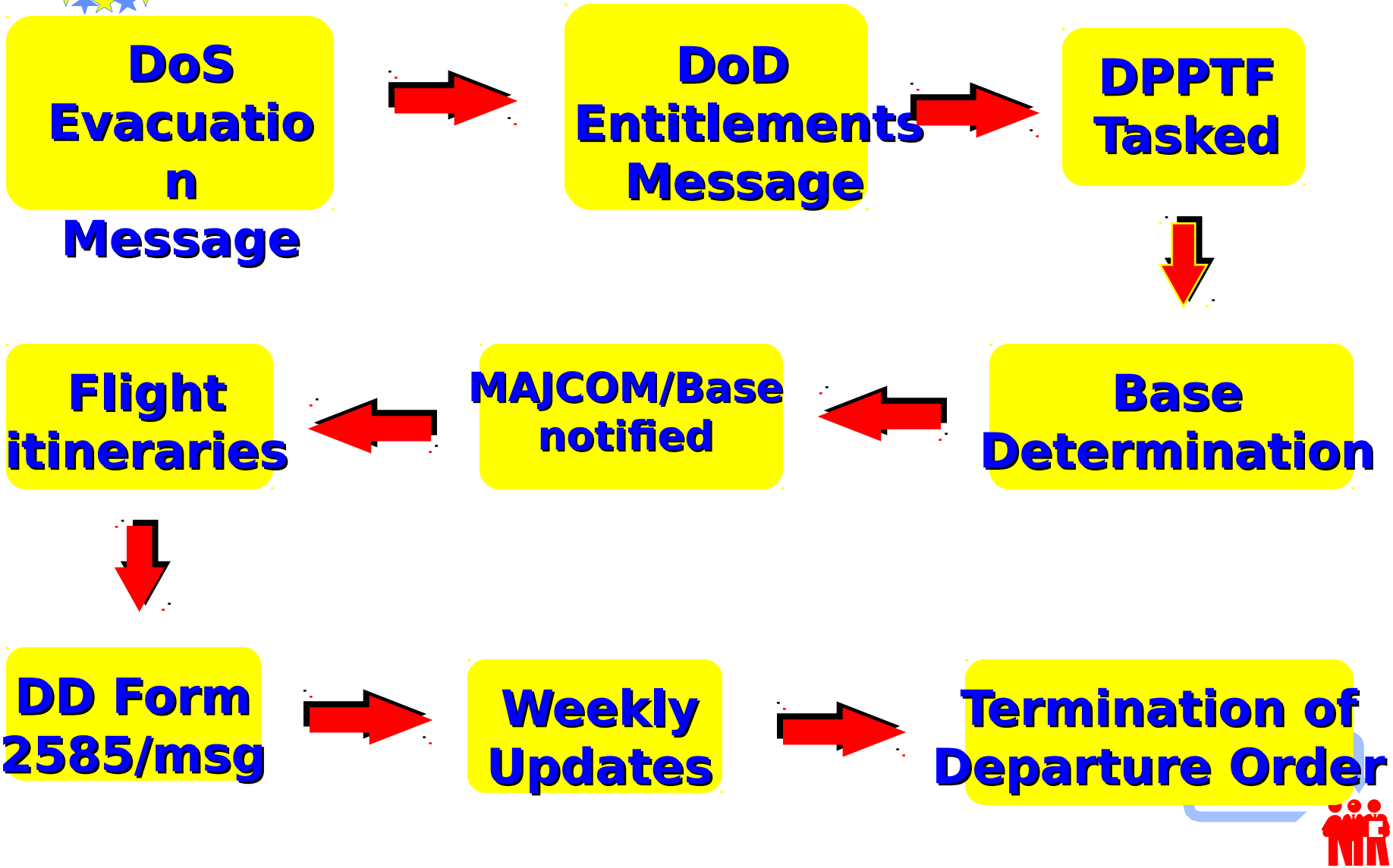
- Provide FSC Evac Package (phone card, entitlements message, FSC POCs, family separation info, etc.)
- Completion/Collection of DD 2585 (OCONUS)
- Entitlements
- Changing Safe Haven Locations
- NEO Package Review (OCONUS)
- Tricare
- Available services (phones, email, children's area, volunteers, childcare, Mental Health/Chaplians)
- Local Area Information
- Information on Returning
- Pets



EVAC/NEO/Repatriation Process LARGE SCALE

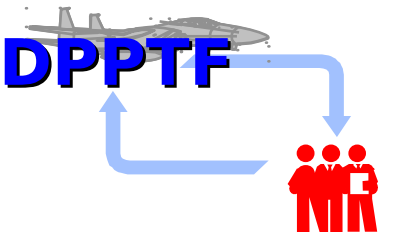


EVAC/NEO/Repatriation Process SMALL SCALE no FAC/JRCC



SAFE HAVEN BASE
The RNCO's Role

- **Small scale only - point of entry FSC contacted by AFPC for possible airport assistance**
- **Safehaven FSC contacted by AFPC**
  - **Inform leadership**
  - **Contact extended family/special needs?**
  - **Arrange to meet the family**
  - **Coord w/finance, MPF, TMO**
- **Entitlements message**
- **Weekly/contact updates to AFPC**
- **DD Form 2585 completed/collected - DPPTF**



DD FORM 2585

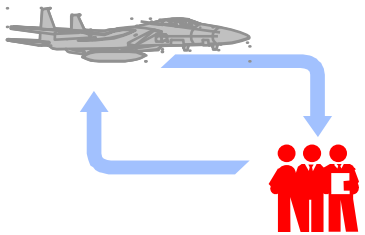
If the family is not processing through a Repatriation Processing Center:

- **Complete Sections I, II, and III – pgs 5-7**
  - **Section I (Escort Information)**
  - **Section II (Arrival Information)**
  - **Section III (Personal Information)**
- **Completed form FAXed to HQ AFPC/DPPTF within 48 hours of arrival**

SAFE HAVEN BASE
The RNCO's Role cont.

Educating Families

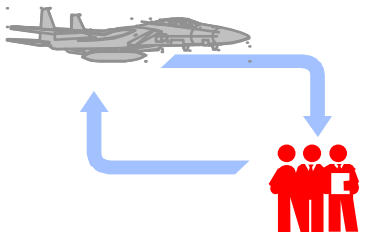
- Entitlements & Orders
- Local area schools, temporary housing, childcare, church, transportation, employment, clothing, furniture, food
- Communication – phones, email, morale calls, calling cards, VTC
- AFAS Community Enhancement Programs
- Tricare
- Pets
- Legal/Claims



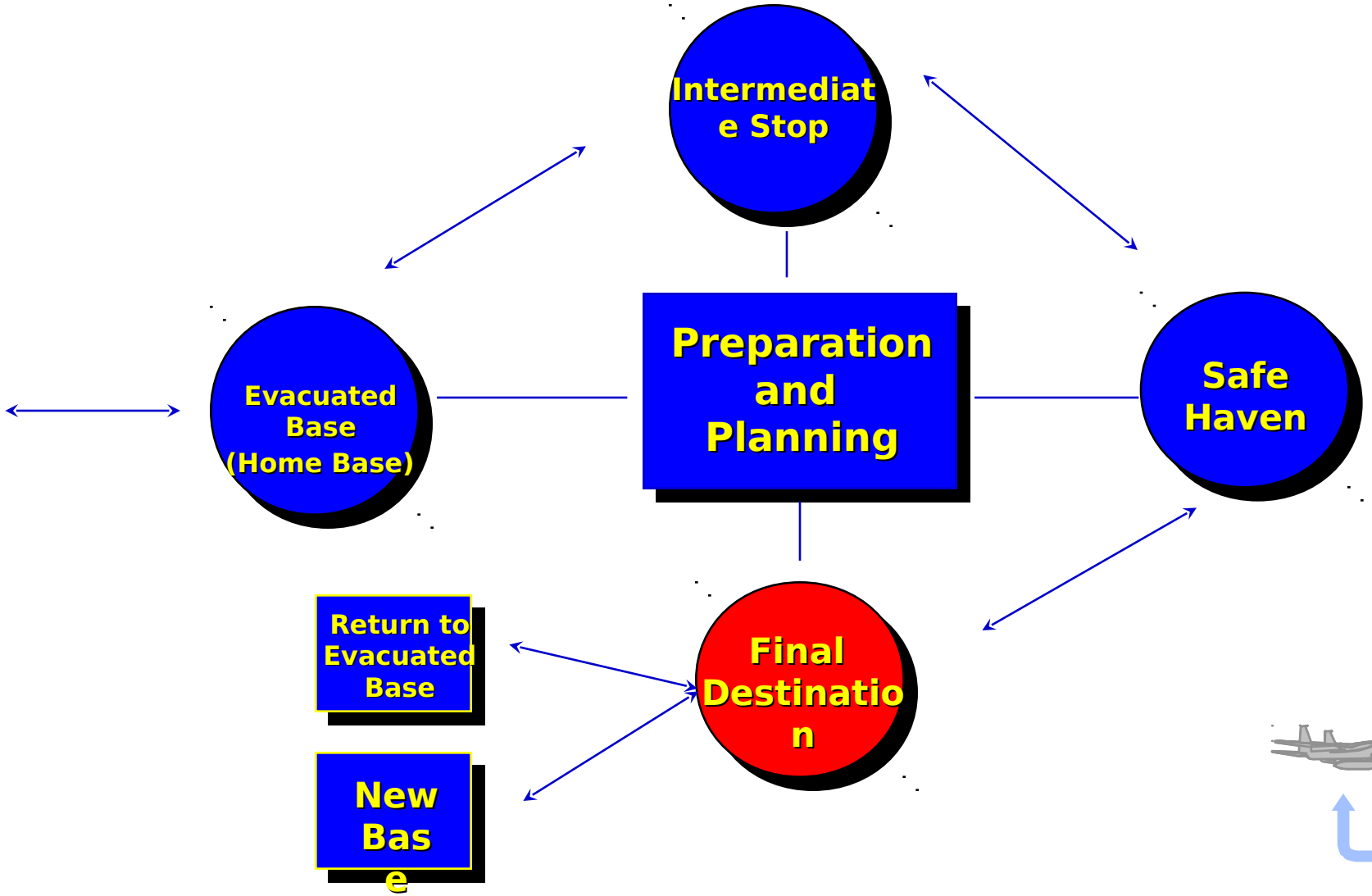
SAFE HAVEN BASE/RETURN
The RNCO's Role

Educating/Preparing Families

- DoS Termination Message Departure/Evac
- Return travel and shipments (TMO)
- Termination of Entitlements
- Importance of Itinerary
- Tricare
- Pets
- Return & Reunion



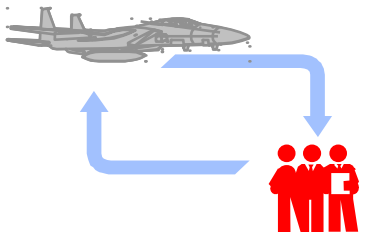
EVACUATION STAGES



FINAL DESTINATION HOME BASE
The RNCO's Role

Educating/Preparing Families

- DoS EvacuationTermination Message
- Return Travel
- TMO Shipments
- Termination of Entitlements
- Return & Reunion
- Tricare
- Local Schools
- Final Travel Voucher



HOT ROCKS

- Unaccompanied Children/Extended Family
- Keeping Flight Chief/backup informed at all times
- Return prior to official termination of departure message
- Orders
- Return of Pets
- Change and Extension of Safe Haven Location
- Supporting Families at a Distance
- Sponsor/Inaccurate Info/Rumor Control
- Workload/use of FSC Staff/Volunteers
- DPPTF Spreadsheet & weekly updates

Useful Web Sites

Air Force Crossroads

www.afcrossroads.com

AFPC Home Page/Family Support Programs

www.randolph.af.mil

Noncombatant Evacuation Operations

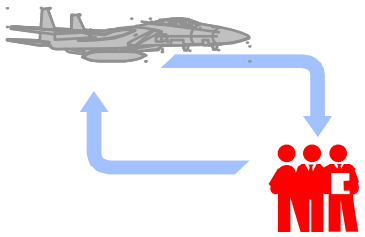
www.odcsper.army.mil/default.asp?pageid=52f

DD Form 2585

web1.whs.osd.mil/icdhome/DDEFORMS.HTM

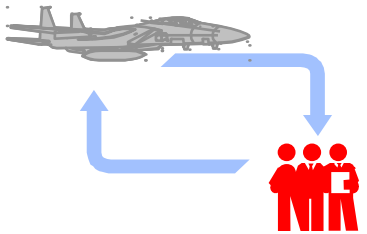
FSC READINESS QUALIFICATION COURSE

EVACUATION PLANNING



OBJECTIVE

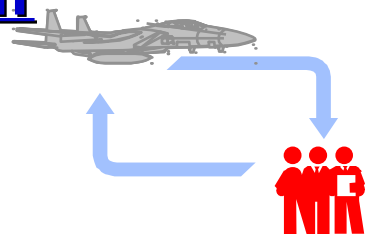
- **Identify issues related to the stages of evacuations**
- **Effectively plan for evacuation**
- **Know the role of the FSC Readiness NCO**



TASKING

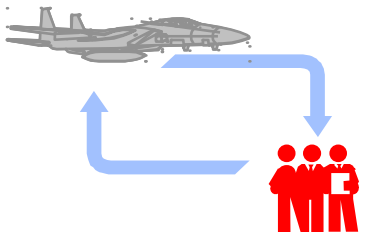
- **Prepare and present a 10 minute briefing for families on preparation/planning for the following evacuation phases:**
  - **Groups 1&2**
    - **Arriving evacuees at a safe haven**
  - **Groups 3&4**
    - **Arriving evacuees at an intermediate stop**
  - **Groups 5&6**
    - **Departing evacuees at their home base**

- **You will pre brief the FSC Director and staff**



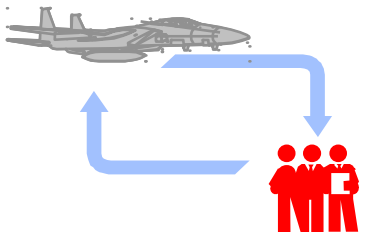
PROCESS

- Ten minute briefings
  - PowerPoint
- Select a spokesperson for each group
- Breaks as needed
- Report back at _____



BRIEFING CONCERNS

- Concept - Details
- Computers
- Facilitators in each room
- Brief in sequence
- Imagination - Realism



THREADS

- Leadership Consultation
- Communication
- Data Collection
- Coordination
- Training
- Planning
- Information and Referral
- ID Customer Needs
- FSC Liaison
- Consultant
- Logistics
- Marketing
- Outreach